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Memorandum

To: ITS Customers requesting the Computer Hardware Express Products List (EPL) 3630

From: David L. Litchliter

Date: July 6, 2010

Re: Instructions for Use: Computer Hardware EPL 3630

1. Introduction

1.1 Scope

The Computer Hardware EPL includes products as well as related installation services for the acquisition of certain hardware categories. Clients may acquire servers, switches, racks, storage, UPSes, wireless components, thin clients, video conferencing equipment, audio visual components, and related accessories and installation services from Computer Hardware EPL 3630.

1.2 Who May Use

This EPL may be used by Mississippi agencies, universities, community/junior colleges and governing authorities (cities, counties, school districts, etc.). ITS EPLs are multi-vendor awards that meet Mississippi requirements for legal purchases.

- 1.3 Dollar Limitations of Use
 - 1.3.1 The purchase limit is \$200,000 per project per fiscal year (July June) for the combined use of the Micro EPL and the Computer Hardware EPL without additional approval from ITS.
 - 1.3.2 For purchases over \$50,000, the customer MUST solicit quotations from two or more EPL sellers.
 - 1.3.3 For K-12 Schools, the dollar limitation is interpreted by ITS to be \$200,000 per project per school or campus per fiscal year, with a maximum dollar limitation of \$1,000,000 per school district per

fiscal year for a project that spans multiple schools within the district.

1.3.4 Projects costing in excess of \$200,000 are beyond the scope of this delegated process and subject to full ITS review and authorization. Authorization to exceed the EPL dollar limitation is described in the ITS Procurement Handbook under the *EPL Planned Purchase* process, article 013-080. http://dsitspe01.its.ms.gov/its/procman.nsf/TOC4?OpenView

1.4 *Computer Hardware EPL 3630 Effective Dates*

July 1, 2010 – June 30, 2011.

1.5 This list is governed under <u>Procurement Instruments: Express Products Lists</u>
(EPLs) in the <u>ITS Procurement Handbook</u>. The EPL is not to be confused with state contracts issued by Department of Finance and Administration, Office of Purchasing and Travel (DFA-OPT).

2. Changes for RFP #3630

- 2.1 The Computer Hardware EPL replaces previous ITS LAN EPL and Video Conferencing EPL.
- 2.2 ITS has not filed an E-Rate form 470 for the Computer Hardware EPL as it did with some previous EPLs. K-12 schools and libraries are responsible for filing their own 470 forms.
- 2.3 Product and pricing information will be housed on individual "Manufacturer Mississippi EPL Websites." ITS will no longer keep the product and pricing information as part of the "Computer Hardware EPL Interactive" database that resides on ITS' website.
- 2.4 The Computer Hardware EPL Interactive data housed on the ITS website will include:
 - 2.4.1 A page for each manufacturer, including a link to the manufacturer's EPL Website and a list of approved sellers for each manufacturer by product category
 - 2.4.2 A page for each seller, including seller's contact information, the manufacturers and categories for which they are approved to sell, approved service rates, 'place order to' and 'remit' information
 - 2.4.3 This "Instructions for Use" Memorandum, EPL Minimum Specifications, and the EPL Purchase Agreement

- 2.5 Each approved EPL Manufacturer houses their product descriptions, discounted pricing to the State and links back to the ITS site for the list of approved sellers. Some Manufacturer sites also include product literature and enhanced features such as "configurators" and the ability to save a quote or "eQuote."
- 2.6 The Manufacturer EPL Websites <u>do not</u> have the ability or approval for the Customer to place an actual order or payment. These sites are quote tools only and any "shopping cart" features have been tailored to let the Customer save a configuration but not to allow the actual online purchase. All purchase orders go to the approved Sellers for that Manufacturer.

3. <u>EPL Interactive Link and Search Tips</u>

- 3.1 The ITS Computer Hardware EPL Interactive is available at the following link: http://www.its.ms.gov/EPL/interactive.shtml
- 3.2 The ITS Computer Hardware EPL and the Micro EPL are in the same database on the EPL Interactive. It is not necessary for the customer to know which categories of products are from the Computer Hardware EPL versus the Micro EPL.
- 3.3 The EPL Interactive will indicate which sellers and manufacturers are approved for each <u>category</u> of product. ITS has <u>not</u> necessarily approved all products made by a particular manufacturer, and some sellers may only be approved for a subset of that manufacturer's products.
- 3.4 ITS will NOT maintain an archive of the products proposed on each Manufacturer's EPL website. It is the responsibility of the Customer to ensure that the products they are purchasing appear on the Manufacturer's approved EPL Website. ITS will maintain an archive of the Manufacturers and Sellers approved to participate on the Computer Hardware EPL 3630 in Adobe PDF format version. Go to http://www.its.ms.gov/EPL/interactivearchive.shtml
- 3.5 Customers can search the Computer Hardware EPL Interactive by "Category", "Manufacturer" or "Seller." Example:
 - 3.5.1 The default opening page is the "Seller/Manufacturer" screen. The default list of sellers is shown for the combined list of both Micro EPL and Computer Hardware EPL Sellers. You can change the view by selecting only one of the EPLs in the "Select an EPL" pull down. You can view the list of Manufacturers Sponsoring a Reseller Group by selecting the round button for Manufacturers.
 - 3.5.2 You can choose to search by Seller or by Manufacturer. You may print multiple sellers or manufacturer pages by selecting the check

boxes to the left of each company name prior to clicking "Preview/Print Selected."



Customer can click the Manufacturer name to get to a screen with the Manufacturer's URL link to their special Manufacturer EPL Website, the list of approved categories for that Manufacturer, and the list of approved sellers by category for the Manufacturer. Example:



- To find approved products and not-to-exceed pricing for this Manufacturer, Customer would click the link in the grey box:

 http://www.cisco.com/web/strategy/government.mississippi.index.html
- 3.8 Manufacturers that are approved on BOTH the Computer Hardware EPL and the Micro EPL will have two "grey boxes" showing contract information.
- 3.9 Customer can click the Seller name to get to a screen with the seller's contact information, the manufacturers and categories for which they are approved to sell, approved service rates, 'place order to' and 'remit' information. Example:

View Printable Version

The purchase limit is \$200,000 per project per fiscal year (July – June) for the combined use of the Micro EPL and Computer Hardware EPL without additional approval from ITS. For purchases over \$50,000, the customer MUST solicit quotations from two or more EPL sellers.

LOGISTA OF JACKSON & COLUMBUS

If you purchase from this Seller, print this page for your purchase file.

Value-Added Seller
ARRA Participant: YES
EPL Contract Number: 38326032-3605

Click on the following links for additional information:
3605-INSTRUCTIONS FOR USE 3605-MINIMUM SPECIFICATIONS 3605-EPL PURCHASE AGREEMENT

Value-Added Seller
ARRA Participant: YES
EPL Expiration Date: June 30, 2011

Value-Added Seller
ARRA Participant: YES
EPL Contract Number: 38733032-3630

Click on the following links for additional information: 3630-INSTRUCTIONS FOR USE 3630-MINIMUM SPECIFICATIONS 3630-EPL PURCHASE AGREEMENT

Main Sales Contact

KAY BROWN
Phone: (800) 844-2035 X6649
Fax: (662) 329-4062
kbrown@logistasolutions.com

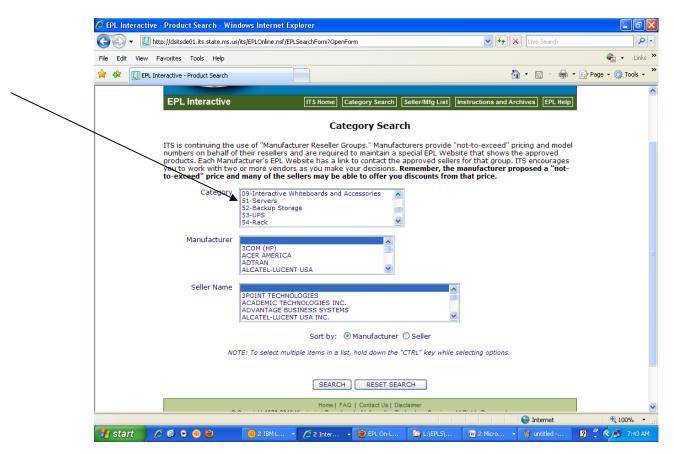
3.10 Sellers that are approved on BOTH the Computer Hardware EPL and the Micro EPL will two "grey boxes" showing contract information. The contact information and service rates are the same for both EPLs. Some Sellers will only have one "grey box" indicating they are only participating on one of the EPLs.

3.11 Customers can search the Computer Hardware EPL Interactive by "Category", "Manufacturer" or "Seller." Click on "Category Search" in the green tool bar at the top of the EPL Interactive Page.



Category Search

3.12 The Category screen shows BOTH the Computer Hardware EPL and Micro EPL product categories. The Computer Hardware categories are numbered starting at #51, Servers, for example.



3.13 This screen illustrates the query return for "servers."

Search Results

6 matching manufacturers were found.

Manufacturer	Seller (Categories Approved)		
BYTESPEED	BYTESPEED, LLC (51-Servers) S.H.O.T.S. COMPUTERS (51-Servers) UNISTAR-SPARCO COMPUTERS, INC. (51-Servers)		
CISCO	3POINT TECHNOLOGIES (51-Servers) AT&T (51-Servers) AUDIO VISUAL INNOVATIONS, INC. DBA AVISPL (51-Servers) BU CONFERENCING VIDEO INC. (51-Servers) BUSINESS COMMUNICATIONS, INC. (51-Servers) CDW GOVERNMENT, INC. (51-Servers) DIGITAL CONNECTIONS, INC. (51-Servers) GOVCONNECTION, INC. (51-Servers) HOWARD TECHNOLOGY SOLUTIONS (51-Servers) INFORMATION TRANSPORT SOLUTIONS, INC (51-Servers) INLINE (51-Servers) LOGISTA OF JACKSON & COLUMBUS (51-Servers) METRIX SOLUTIONS LLC (51-Servers) MICROCOMPUTER SYSTEMS INC. (51-Servers) PRESIDIO NETWORKED SOLUTIONS (51-Servers) SH.O.T.S. COMPUTERS (51-Servers) SYNERGETICS DCS, INC (51-Servers) TEKLINKS, INC. (51-Servers) VENTURE TECHNOLOGIES (51-Servers)		
DAKTECH	BENCHMARK TECHNOLOGY (51-Servers) DAKTECH, INC. (51-Servers) NEXT STEP INNOVATION, LLC (51-Servers)		
DELL	3POINT TECHNOLOGIES (51-Servers) BENCHMARK TECHNOLOGY (51-Servers) BUSINESS COMMUNICATIONS, INC. (51-Servers) DELL MARKETING L.P. (51-Servers) LOGISTA OF JACKSON & COLUMBUS (51-Servers) METRIX SOLUTIONS LLC (51-Servers) MICROCOMPUTER SYSTEMS INC. (51-Servers) NEXT STEP INNOVATION, LLC (51-Servers)		

- 3.14 From the Category Search Screen, you can click on the Manufacturer name to get to their Manufacturer detail page or you can click on the Seller name to get to their Seller detail page.
- 3.15 The list of approved Manufacturer EPL Websites and associated sellers will be updated during the EPL cycle. To see a list of approved manufacturers or sellers for a particular time period, choose "Instructions and Archives" from the green tool bar at the top of an EPL Interactive page.

4. **EPL Best Practices**

- 4.1 Evaluate Your Technical Needs
 - 4.1.1 ITS recommends that you contact two or more EPL Sellers as you assess your needs. Seller contact information may be accessed by choosing 'Seller/Mfg List' from the Computer Hardware EPL Interactive. If the purchase is greater than \$50,000, the customer is required to get written quotations from a minimum of two EPL sellers.
 - 4.1.2 Verify the system requirements needed for your purchase.

 Describe your existing equipment and software to the Seller and confirm that it will be compatible with the equipment purchased.

- Demonstration packages may be available. If you are not familiar with the equipment, ask about this option.
- 4.1.3 Technical Specifications required by ITS are available on the ITS website. Choose the "Minimum Specifications" link on any Manufacturer or Seller page. Questions regarding specifications should be directed to the Seller or Manufacturer providing the item. Many of the Manufacturer EPL Websites include additional product information about their products.
- 4.1.4 Carefully compare any quotation provided by a seller to what is actually on the Manufacturer's EPL Website.
- 4.1.5 In previous EPL Cycles, each product had a unique "EPL Product Reference Number." Computer Hardware EPL 3630 does <u>not</u> have similar product numbers. Customers <u>must</u> print the approved product from the Manufacturer EPL Website and keep in the audit file.
- 4.1.6 Coordinate your purchase in conjunction with other ITS EPLs such as Micro EPL, Cabling EPL, and Software EPLs for anti-virus software, for an effective solution.

4.2 Substitutions

- 4.2.1 In general, substitutions are not authorized under RFP 3630.
- 4.2.2 If a product has been discontinued or it not available due to a national constraint, the Manufacturer that is sponsoring the EPL Website should update their website with replacement product.
- 4.2.3 Sellers that are part of the Reseller Group are asked to contact the manufacturer representative for the reseller group to report any errors, omissions, or backlogs in distribution and alert the manufacturer regarding the need for updated products and pricing.
- 4.2.4 A substitution will be allowed for certain components or options of a base system as long as the component being substituted from that listed on the manufacturer website is equivalent or better technically and is the same or lower cost as the component being substituted. In no event is there authority to substitute a different product for the base system.
 - 4.2.4.1 Example of *an allowed substitution:* A specific video card or NIC needed by a customer that is not on the standard base system. The seller can substitute the requested card for the same or lower price.

- 4.2.4.2 Example of an allowed substitution: The manufacturer has a set base product on their EPL Website such as a desktop or notebook. That product is not immediately available to the Seller in the distribution channel, but the same base with a higher hard drive or memory is available for immediate delivery. The Seller can offer the enhanced system at the same or better cost instead of waiting for production of the original mode
- 4.2.5 ITS EPL AUDIT INTEGRITY. It is the responsibility of every customer using the EPL to maintain proper records to reflect that all procurements from the EPL are made in accordance with ITS policies and procedures. It is the responsibility of every participating EPL Manufacturer and Seller to facilitate the customer in this regard. The purchase order must match the product on the approved Manufacturer EPL Website unless there has been a component substitution made in accordance with the published EPL guidelines. The purchase order price may be lower than, but may not exceed the published EPL pricing. In the case of a substitution, the seller must provide a formal written explanation regarding the manner in which the component substitution complied with the corresponding EPL guidelines.
- 4.2.6 Products or services purchased in conjunction with EPL products that are not specifically described and authorized on the published EPL are "Non-EPL Items" and the authority for purchasing such items must come from public purchasing dollar limitations or other procurement tools. An item being substituted through the substitution policy outlined above is still considered an EPL item. Customer must keep a printed copy of the Manufacturer EPL Website page showing the products being purchased as well as the written explanation regarding the substitution. Non-EPL items should be listed as such on the purchase order or Seller quotation to avoid confusion and for later audit purposes.
- 4.3 Negotiate for Best Pricing
 - ITS evaluates product offerings to make sure they meet specifications and for cost. EPL Customers must still do their own evaluation to support that they are choosing the products and Sellers that meet their "lowest and best" criteria.
 - 4.3.1 ITS recommends that you contact two or more EPL sellers for pricing quotes. Seller contact information may be accessed by choosing 'Seller/Mfg List' from the Computer Hardware EPL

- Interactive. If the purchase is greater than \$50,000, the customer is required to get written quotations from two EPL sellers.
- 4.3.2 Remember EPL prices may be lowered by the seller. Since manufacturer prices may decrease, you should check with the EPL sellers before ordering for price changes, quantity discounts, and availability.
- 4.3.3 EPL prices are based on a quantity of one. Negotiate for lower pricing when ordering multiples.
- 4.3.4 Check the Computer Hardware EPL Interactive for any changes to the approved lists for Manufacturers and Sellers. Check the Manufacturer EPL Websites for any product or pricing changes.

 Be sure to print a copy for your file. These sites will be updated often.
- 4.3.5 Raised Pricing. Manufacturers have the ability under EPL 3630 to add, edit or delete products from their special Mississippi EPL Website at will. Should a Manufacturer RAISE a price on a system or any component or accessory of a system, the Manufacturer must honor the lower price for thirty (30) days from the time the raised price is posted on the website. Similarly, if the customer has obtained an "eQuote" from the Manufacturer's EPL Website, that not-to-exceed price is valid for thirty (30) days.
- 4.3.6 *Educational Pricing*. Some Sellers and Manufacturers offer an additional discount for Education. Check with your vendor and ask for education pricing, if applicable.
- 4.3.7 Other considerations in addition to cost and technical merit may be included as part of your evaluation and should be documented. These might included such factors as value-added qualifications, substantiated product quality, compatibility with existing equipment, past performance, references, manufacturer standards based upon a prior bid, delivery timeframe, proximity to Seller's service center, and benefits from acquiring from a single source.
- 4.4 Installation, Licensing, Support
 - 4.4.1 *Installation* is available for Computer Hardware EPL products from all sellers designated as "Value-Added" and is optionally available from some sellers designated as "Mail-Order." Installation rates are shown on each Seller's page in the EPL Interactive.
 - 4.4.1.1 Hourly Rate for Basic Installation Services

- 4.4.1.2 Hourly Rate for Project
 Manager/Engineer/Advanced Technician.
- 4.4.1.3 Hourly Rate for Travel
- 4.4.1.3.1 The travel rate is NOT to be used for warranty work.
- 4.4.1.3.2 Seller must provide a not-to-exceed estimate of any travel before service is ordered and performed. Travel fees that are negotiated between the Seller and Customer should include the following considerations:
- 4.4.1.3.2.1 Is the estimate for one-way or two-way travel?
- 4.4.1.3.2.2 Is the estimate per person or per vehicle?
- 4.4.1.4 Sellers propose hourly rates based upon standard business hours of 8 x 5, Monday Friday, excluding holidays. Should customers have needs for after hours services, Seller may optionally charge up to one and one-half (1½) times their service rate, provided Seller has supplied a written estimate and advised the Customer of the after hours charge.
- 4.4.2 *Operating Systems*: OS Software is not included on the Computer Hardware EPL 3630. ITS recommends that you use the Microsoft EPL or our Software EPL 3595 (Novell, IBM, Citrix, and other software) for your purchase.
- 4.4.3 Extended Warranties. Many Manufacturers offer warranty upgrades enhancing the base warranty required by ITS. These are shown as Warranty Options for each product and should be ordered at the time of product purchase through an approved EPL seller. The minimum base system warranty required by ITS is described in the Minimum Specifications. For a full warranty description for each product, check the Manufacturer's EPL Website or with your seller.

4.5 *Contracts*

4.5.1 The Computer Hardware EPL has its own contract, the "*Express Products List Purchase Agreement*," executed by each EPL seller and ITS. A copy of this contract is on the Computer Hardware EPL Interactive website. Should your purchase be large or involve special terms, you may wish to negotiate a supplemental contract

specific to your situation with the vendor at the time of purchase to address any additional concerns not addressed in the EPL Purchase Agreement.

4.5.2 Returning Defective Product to Seller:

4.5.2.1

The EPL Purchase agreement provides in Articles 7.7 and 7.8 for circumstances when the customer may test and evaluate the purchased product to ensure it is not defective and that it performs to the specifications published in the EPL. Please be aware that the EPL Purchase Agreement does **not** provide for "buyer's remorse," where the customer may send back a product because the customer has changed his mind or wants something else. The Seller often is not allowed to ship a product back to the manufacturer if it is not defective. This is particularly true in case of special orders or configurations.

4.5.2.2

Please review Articles 7.7 and 7.8 and work with your Seller ahead of time to make sure you are ordering equipment that will fit your needs. If the delivered product is defective, you are protected and may return the product if you notified the vendor within the ten (10) working day acceptance period. Although some Sellers may be able to work with you on a return for non-defective equipment, this is not an EPL requirement. Some Sellers may choose to charge the customer a "re-stocking" fee in order to take back unwanted products. The customer assumes responsibility for all "re-stocking" fees in this instance as a condition for using this EPL.

4.6 Place Your Order

- 4.6.1 Place Computer Hardware EPL orders directly with the approved EPL Seller. Please reference <u>RFP Number 3630 COMPUTER HARDWARE EPL</u> on your purchase order together with the Seller's contract number, which appears on the seller's information page. For example:
 - 4.6.1.1 The Seller number for 3Point Technologies is 38733001-3630 for the Computer Hardware EPL.
 - 4.6.1.2 The Seller number for 3Point Technologies is **38326001-3605** for the Micro EPL.

Confirm all orders with the Seller and then issue appropriate purchase orders.

- 4.6.2 If you are placing an order than includes products from BOTH the Computer Hardware EPL 3630 and the Micro EPL 3605, you may put the products on one purchase order as long as the purchase is being made from the same seller. Please include both EPL numbers on your P.O.
- 4.6.3 Shipping costs for a standard delivery are included as part of the product purchase price published on the Manufacturer EPL Website. If the delivery is beyond a standard delivery such as "white glove treatment" or because of weight/size, the additional freight/transportation charges may be passed along to the Customer and should be line-itemed on the Seller's quotation.

5. Manufacturer Reseller Groups

ITS uses "Manufacturer Reseller Groups" under which manufacturers provide the not-to-exceed pricing and model numbers on behalf of their Sellers. Additional information and a few tips are outlined below. Please call the ITS Procurement Help desk at 601-576-HELP (576-4357) if you have more questions.

- 5.1 Each Manufacturer has a separate page showing the approved Sellers by product categories.
- 5.2 Some Manufacturers may choose to only authorize a Seller for some of the Manufacturer's product categories. Be sure to check that your Seller is approved not only for the particular Manufacturer, but also for the category of product you are buying from that Manufacturer. For example, a Seller might be approved to sell printers but not desktops for a certain Manufacturer.
- Use the information on each Seller's page regarding placement of order and remittance of payment.

It is <u>extremely</u> important that you check with individual Sellers within the Reseller Group for discounted pricing. For purchases over \$50,000, ITS is now requiring that the customer obtain at least two comparative written quotations from two EPL seller. Remember, the Manufacturer proposed a "not-to-exceed" price and many of the Sellers may be able to offer you discounts from that price.

6. **Non-EPL Items**

- Items ordered in conjunction with your EPL purchase that are **not** shown as line items on the EPL and are not part of a substitution within the EPL guidelines must be purchased using alternative procurement methods. For example, if non-EPL software is ordered with your desktop, or you upgraded the RAM beyond the EPL line items, you may not use the EPL as your authority during an audit for these items. Your authority for purchasing these items would need to be based on other public purchasing mechanisms, with accompanying documentation for your audit trail. We suggest non-EPL items ordered on the same purchase order as EPL items be clearly labeled as such.
- There is no "Additional Authority Delegated to Customer on Certain Items" that had been granted during previous LAN, Video or Micro EPL cycles for items such as cabling, notebook carrying case, speakers/headphones, inkjet toner cartridges and printer cables. Such items should either be approved items on the Manufacturer's EPL Website or should be treated as "Non-EPL Items."

7. American Recovery and Reinvestment Act (ARRA) of 2009

- 7.1 While ARRA requirements are still evolving and some current EPLs were established prior to the establishment of federal rules concerning the use of ARRA funds, to the best of our knowledge and current assessment, ITS believes the EPLs are valid purchase instruments for the use of ARRA funds.
- 7.2 We recommend that Customers using these instruments for purchases using ARRA funds obtain written quotations from multiple EPL Sellers, that the request for quotations state that ARRA funds will be used for the purchase, and that all quotations be maintained in the purchase file.
- 7.3 ITS EPLs are established based on sealed proposals submitted by Vendors in response to RFPs advertised in accordance with all state statutory requirements for legal procurements of IT products. The EPL RFPs were advertised both in a newspaper with statewide circulation and on the Mississippi Development Authority (MDA) Mississippi Procurement Technical Assistance Program website. Advertisements exceeded the minimum timeframes required for ARRA purchases. Proposals received in response to these RFPs were evaluated, awarded, and published for the use of

any public entity in the state in accordance with the Instructions for Use published by ITS.

Each Seller record in the Computer Hardware EPL Interactive has a field labeled "ARRA Participant" with either a "YES" or "NO" designation. The ARRA "YES" designation connotes that the Seller has agreed to work with EPL customers to fulfill purchases that are funded by ARRA. These Sellers have signed the EPL Purchase Agreement including an "Addendum 1", which includes certain terms and conditions pertaining specifically to ARRA purchases. Any Seller with a "NO" designation has not agreed to participate in the ARRA program and their EPL Purchase Agreement does not include Addendum 1.

8. **Object Codes**

ITS, in conjunction with the Office of the State Auditor and the Department of Finance and Administration, requests that all EPL Customers carefully code purchases with the correct Minor Object Codes. State agencies that utilize the Statewide Automated Accounting System (SAAS) should use the following expenditure account codes on purchase order documents for purchases from this EPL:

Object Code:	Category:	Use For:
63421	Capital Outlay: IT Equipment	Purchase of servers, switches, racks, storage, UPSes, wireless components, video conferencing equipment and accessories (including all associated components and services obtained at time of initial purchase)
63462	Capital Outlay: Lease Purchase – IT Equipment	Lease-purchase of Purchase of servers, switches, racks, storage, UPSes, wireless components, video conferencing equipment and accessories (including all associated components and services obtained at time of initial lease-purchase)
62555	Commodities	 Monitors costing less than \$1000 and purchased separately from base unit Other accessory items purchased separately

Note: IT equipment should be capitalized, regardless of cost, unless specifically identified as an exception in the table above.

9. What Goes in Your Purchase/Audit File

Document in your file that you have followed **EPL Best Practices**. ITS has only done "Step 1" of the evaluation in compiling and culling this list. It is your responsibility to evaluate and choose the products and services that best meet your needs.

At a minimum include:

- 9.1 A copy of the purchase order
- 9.2 The Manufacturer's page from the ITS Web Site's "Computer Hardware EPL Interactive"
- 9.3 The Seller's page from the ITS Web Site's "Computer Hardware EPL Interactive." Note that this page also includes the Seller's EPL Contract Number.
- 9.4 A print out from the Manufacturer's EPL Website showing the product and pricing of the purchased product(s). If the Manufacturer has a "Configurator" that lets the customer select options for the product, then print out the configuration or the eQuote generated by the configurator.
- 9.5 ITS will NOT keep a copy of each Manufacturer's price list or website products. These websites may change daily and it is <u>imperative</u> that the customer print and keep a copy of the EPL products being purchased from the manufacturer site.
- 9.6 If the Seller has provided the Customer a tailored quote showing quantities or additional discounts, keep this in your project file.
- 9.7 A written explanation from the Seller for any purchase involving a substitution. The Seller must provide you with a formal <u>written</u> explanation regarding the manner in which the substitution complied with the EPL substitution guidelines.
- 9.8 Any additional project-related documentation or justification.

10. To Report Problems or Request Assistance

- 10.1 If you have any problems with your EPL order, please let ITS know. We suggest you notify the Seller of the problem in writing and send a copy to ITS. If you have any feedback that may help us improve this process, we also want to know about it. Please contact us in writing by mail, by FAX at (601) 354-6016, or by e-mail at isshelp@its.ms.us.
- If you have questions about using the EPL, please contact the **Procurement** Help Desk at (601) 576-HELP (576-4357).

10.3 ITS is also available to host a "mini-class" on how to use our EPLs at a customer's request. Please contact the Procurement Help Desk if interested.

Copies of this document are available on the Internet at http://www.its.ms.gov